

LOCATION/TIME	BOS AUDITORIUM	SAGUARO ROOM A&B	SENITA ROOM	MCSO TRAINING ROOM
WEDNESDAY MORNING February 1, 8:30a – 11:30a	Plenary Session/Awards State of the Court			
WEDNESDAY AFTERNOON February 1, 2012	What Hollywood can Teach us about Ethics <i>Gabe Goltz</i> (ETHICS) 1:00p – 4:15p	A Day in the Life of a PIO <i>Jennifer Liewer</i> 1:00p – 2:30p ----- Media Interviewing Techniques <i>Jennifer Liewer</i> 2:45p – 4:15p	Defensive Driving Classroom Certification <i>Steve Harris</i> 1:00p – 5:00p	Dealing Effectively with Ethics in the Court <i>Julie Binter</i> (ETHICS) 1:00p – 2:30p ----- Providing Customer Service with Fairness <i>Della Hiser &amp; Janice Gardam</i> 2:45p – 4:15p (ETHICS)
THURSDAY MORNING February 2, 2012	Adventures through the Criminal Justice System <i>Matt Smith</i> 8:30a – 11:45a	Multiple Generations in the Workplace <i>Gabe Goltz</i> (ETHICS) 8:30a – 11:45a	Making Emotional Intelligence Work for You at Work <i>Julie Binter</i> 8:30a – 11:45a	Strategies for Improving Employee Engagement <i>Linda Yarbrough &amp; Cheryn Brewer</i> 8:30a – 11:45a
THURSDAY AFTERNOON February 2, 2012	Essential Workplace Practices <i>Hon. Rick Williams</i> 1:00p – 4:15p (ETHICS)	FISH – Catch the Energy, Release the Potential <i>Gene Hepler &amp; Ken Cunningham</i> 1:00p – 2:30p ----- Have a Nice Conflict <i>Barbara Beatty</i> 2:45p – 4:15p	Cultural Competency <i>D'Arcy Downs-Vollbracht</i> 1:00p – 4:15p (ETHICS)	Heartsaver CPR & AED <i>Bob Lawless</i> 1:00p – 5:00p